



KENTUCKY EMPLOYEES' HEALTH PLAN
501 HIGH STREET, 2ND FLOOR
FRANKFORT, KENTUCKY 40601
WWW.KEHP.KY.GOV

KEHP MEMO 19-01

To: KEHP ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: KHRIS Infotype 9925 and Go365

DATE: January 2, 2019

As we continue to collaborate with the Go365 team to streamline customer service as outlined in [KEHP Memo 18-07](#), we have more updates to share.

The tracking of the LivingWell Promise has shifted from DEI, using KHRIS Infotype 9925, to the Go365 team and their internal tracking system. Therefore, the LivingWell Promise report, ZBNQ0027 LW Promise Fulfilled, used by ICs/HRGs is no longer valid.

Previously, DEI received a weekly file from Go365 and updated Infotype 9925 in KHRIS to reflect if someone fulfilled their LivingWell Promise. **We will no longer use or update Infotype 9925.**

DEI will not have access to a member's promise status. **Members should continue to call Go365 customer service at 855-478-1623 to verify their LivingWell Promise completion.** This will allow a more precise tracking and follow through. If members or ICs/HRGS call our office, we will provide the phone number to contact Go365.